

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

DECLARATION

As a below named inventor, I hereby declare that:

I believe I am an original, first and sole inventor of the subject matter which is claimed and for which a patent is sought on the invention entitled **AUTOMATED COMPLAINT MANAGEMENT SYSTEM**, the specification of which is attached hereto.

I hereby state that I have reviewed and understand the contents of the above-identified specification.

I acknowledge the duty to disclose all information known to me that is material to patentability as defined in Title 37, Code of Federal Regulations, § 1.56.

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Please address all correspondence and calls to **Brenda Pomerance, 260 West 52 St. Apt. 27B, New York, New York 10019, (212) 245-3940.**

Inventor's signature Brenda Pomerance Date March 26, 2001
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